



Office of the Director

150 North 18th Avenue, Suite 500
Phoenix, Arizona 85007
(602) 542-1025
(602) 542-1062 FAX

JANET NAPOLITANO, GOVERNOR
SUSAN GERARD, DIRECTOR

February 15, 2007

Dear Member:

The Children's Rehabilitative Services (CRS) has been serving families of children with special health care needs since 1929. Over time, the program has grown and changed. CRS used to be a program that was based in one hospital. Now it has four regional Centers for Excellence. They offer one-stop shopping for families with children who qualify for services.

It is now time for the Arizona Department of Health Services to renew contracts with CRS providers. As part of that process, we are looking at how to improve our program. We want to see what is working well and what should be changed to provide better services to children and families.

Please know that during this time, your child's services will not change. You should continue to go to the clinic in which your child is enrolled. Your child will continue to receive the same quality services.

We are interested in your ideas. The Office for Children with Special Health Care Needs wants to know what parts of the CRS program work well for you. We also want to know what we could improve. Public meetings to talk more about this will be announced at a later date. In the meantime, if you have questions or would like to provide comments on the CRS program, please contact us by telephone at 602-542-1860 or 1-800-232-1676, by email at CRS_Stakeholders@azdhs.gov, or by mail at:

Arizona Department of Health Services
Office for Children with Special Health Care Needs
Attention: CRS Comments
150 N. 18th Avenue, Suite 330
Phoenix, AZ 85007-3243

Please also read the fact sheet that is included with this letter. It talks about your rights as a CRS member.

Sincerely,

A handwritten signature in black ink that reads "Susan Gerard". The signature is fluid and cursive.

Susan Gerard
Director

Enclosure